

INSIDE THIS ISSUE

- 2** Directory
- 3** City Manager's Message
- 4** Federal Stimulus Dollars
- 5** State Improvements to I-35
Community Events
- 6** Community Oriented Policing
- 7** Traffic Facts
Customer Action Center
Going Green

OUR CITY FLAG

Norman is a city that is forward thinking, so the flag was purposely designed to embody this notion. The bold contrasts and vibrant colors denote a feeling of strength and optimism. The white starburst within the blue field is a sunrise; a blazing star on the horizon. From here we progress into the red and white color field that the star is emerging from. The second half of the star's circle is composed of a mechanical gear. This symbolizes Norman's business and industry. The remainder of the red and white color field becomes a series of icons that represent those areas of Norman's community that are high importance. The feather represents this region's Native American heritage. The bolt of energy symbolizes not only the energy of Norman's people but also the state's leadership in oil, natural gas, and solar research and production. The agricultural heritage of this area is denoted by the stalk of wheat, and Norman's interest in the fine arts and entertainment is represented by the musical note. Finally the pencil tip in the corner symbolizes the aspect of education in Norman.



INSIDE NORMAN

Your source for the City of Norman's community news

WINTER 2009

WELCOME

Welcome to the inaugural edition of Inside Norman, a new publication of the City of Norman designed to keep you, the citizens of Norman, in the loop and up-to-date on important issues and events in your City. This quarterly newsletter will include information on public safety, road construction projects, green initiatives, community activities and more. The

City Council and staff of the City of Norman believe maintaining strong lines of communication between Norman citizens and City government promotes community involvement and leads to an even stronger and better Norman. We trust you will find this newsletter informative and useful and hope it contributes to your enjoyment of the place we all call home.

THE PULSE OF NORMAN

Communication is a two-way street, so in addition to giving out information the City staff and elected officials want to hear from citizens as well. To that end, a citizen satisfaction survey was conducted in July of this year to assess satisfaction with the quality of city services. A random sample of 845 households from throughout the city completed the surveys. The results were tabulated, analyzed and summarized by independent survey administrators, ETC Institute. They were also compared to results from 30 other benchmark medium-sized cities (population 20,000 to 199,999) across the nation. From these results we can gain a sense of what we are doing well and where we can make improvements.

We have summarized the major findings from the survey results and encourage you to learn more by reading the full report on-line at www.NormanOk.gov.

The City of Norman rated above the national average for medium-sized cities in 24 of the 36 areas that were assessed, including the quality of city government

services, the feeling of safety in City parks, and the overall quality of customer service from the City. Residents surveyed were generally satisfied with City services and our community as a whole:

96% rated as excellent or good the City of Norman as a place to live

94% rated the City of Norman as an excellent or good place to raise children

82% of those surveyed rated the City as an excellent or good place to work.

91% of the residents surveyed were satisfied with the quality of fire services

83% were satisfied with the quality of trash, recycling and yard waste services

78% were satisfied with the quality of parks and recreation programs and facilities

76% were satisfied with the overall quality of police services

83% of those surveyed indicated that they were satisfied with the appearance of the City

continued on page 3



CITY DEPARTMENT DIRECTORY

City Attorney

405-366-5423
CityAttorney@NormanOK.gov

City Clerk

405-366-5406
CityClerk@NormanOK.gov

City Manager

405-366-5402
CityManager@NormanOK.gov

Finance

405-366-5413
Finance@NormanOK.gov

Fire Department (non-emergency)

405-292-9780
FireChief@NormanOK.gov

Human Resources

405-366-5482
HumanResources@NormanOK.gov

Municipal Court

405-366-5325
Court@NormanOK.gov

Parks & Recreation

405-366-5472
Parks&Recreation@NormanOK.gov

Planning & Community Development

405-366-5433
Planning@NormanOK.gov

Police Department (non-emergency)

405-321-1600
Police@NormanOK.gov

Public Works

405-366-5452
PublicWorks@NormanOK.gov

Utilities

405-366-5443
Utilities@NormanOK.gov

IMPORTANT NUMBERS

EMERGENCY

9-1-1

Action Center 405 366-5396
Animal Shelter 405 292-9736
Building Permits 405 366-5339
City Construction Updates 405 366-5452
City Council 405 366-5402
Composting 405 292-9725
Garage Sale Licenses 405 366-5339
Garbage/Trash Collection 405 329-1023
Industrial Pretreatment 405 292-9731
Job Hotline 405 366-5321
Mediation 405 366-5420
Mosquito Control 405 366-5472
Norman Transfer Station 405 292-9776
Pothole (reporting) 405 329-2524
Recycling 405 292-9725

Sanitary Sewer Stoppage 405 329-0703
(After Hours & Weekends) 405 321-2182
Storm Sewer Stoppage 405 329-2524
Street Construction Hotline 405 366-5396
Street Repair 405-329-2524
Street Sweeping 405 329-2524
Water, Sewer, & Sanitation Bills 405 366-5320
Water Conservation Program 405 292-9731
Water Main Leak 405 329-0703
Water Quality Info 405 321-2182
Zoning and City Planning 405 366-5433

BOARDS AND COMMISSIONS

The City's 29 boards and commissions study information and make recommendations to City Council on issues in the board's area of expertise. Board and Commission appointments are made by the Mayor and confirmed by City Council. To apply for appointment, download an application at www.NormanOK.gov.

- Animal Shelter Oversight Committee
- Board of Adjustment
- Board of Appeals
- Board of Parks Commissioners
- Bicycle Advisory Committee
- Central Oklahoma Master Conservancy District (COMCD)
- Children's Rights Coordinating Commission
- Citizens Public Safety Oversight Committee
- Citizens (Wastewater) Oversight Committee
- Community Development Policy Committee
- Convention and Visitor's Bureau
- Development Oversight Committee for TIF District No. 2
- Enforcement Authority
- Environmental Control Advisory Board
- Floodplain Permit Committee
- Greenbelt Commission
- Historic District Commission
- Human Rights Commission
- Library Board
- Norman Cable Communications Commission
- Norman Housing Authority
- Norman Regional Hospital Authority
- Oversight Committee to End Chronic Homelessness (ECHO)
- Pioneer Multi-County Library Board
- Planning Commission
- Public Arts Board
- Reapportionment Commission
- Social and Voluntary Services Commission



Mayor
Cindy Rosenthal
mayor@
NormanOK.gov



Ward 1
Alan Atkins
ward1@
NormanOK.gov



Ward 2
Tom Kovach
ward2@
NormanOK.gov



Ward 3
Hal Ezzell
ward3@
NormanOK.gov



Ward 4
Carol Dillingham
ward4@
NormanOK.gov



Ward 5
Rachel Butler
ward5@
NormanOK.gov



Ward 6
James Griffith
ward6@
NormanOK.gov



Ward 7
Doug Cubberley
ward7@
NormanOK.gov



Ward 8
Dan Quinn
ward8@
NormanOK.gov

CITY COUNCIL UPDATE

The City Council carefully considers a number of quality of life issues that affect Norman citizens on many levels. Strategic issues currently facing the City Council include:

- Community Oriented Policing
- Water Resources
- Storm Water Master Plan
- Library Facility Improvements
- Parks and Recreation Master Plan
- Transportation Improvements

City Council meetings take place the second and fourth Tuesday of the month at 6:30 pm in Council Chambers in the Norman Municipal Building located at 201 W. Gray Street.



CITY MANAGER'S MESSAGE

by City Manager Steve Lewis

It's a privilege to serve as Norman's City Manager. In this job I oversee the day-to-day operations of the City. Any city's infrastructure is pretty complex and Norman is no exception. Most people are familiar with some of the jobs within the City such as police officers, fire fighters and 9-1-1 communication officers who

work hard to keep us safe; however there are many people in behind-the-scenes jobs also working very hard for you.

One such group that comes to mind as winter approaches is the staff in our Snow and Ice Control Operations. There are 808.26 miles of City maintained roads in

Norman. When the ice hits (and it always does) we use an average of 4,100,000 pounds of sand each year to clear off the main roads. The crews are out at 5 am sanding our roads in freezing conditions to keep traffic flowing and life in Norman on the move. A big thank you to this group of people and the work they do!

continued from page 1

While it's encouraging to see high satisfaction levels within our community, we recognize that there is always room for improvement. Based on the survey results, we've learned that the areas that residents believe should receive the most emphasis from the City of Norman over the next two years are:

- (1) **the overall maintenance of City streets and sidewalks**
- (2) **the management of traffic flow on City streets**
- (3) **the management of storm water runoff within the City of Norman**

Additional areas of concern expressed by the survey respondents include:

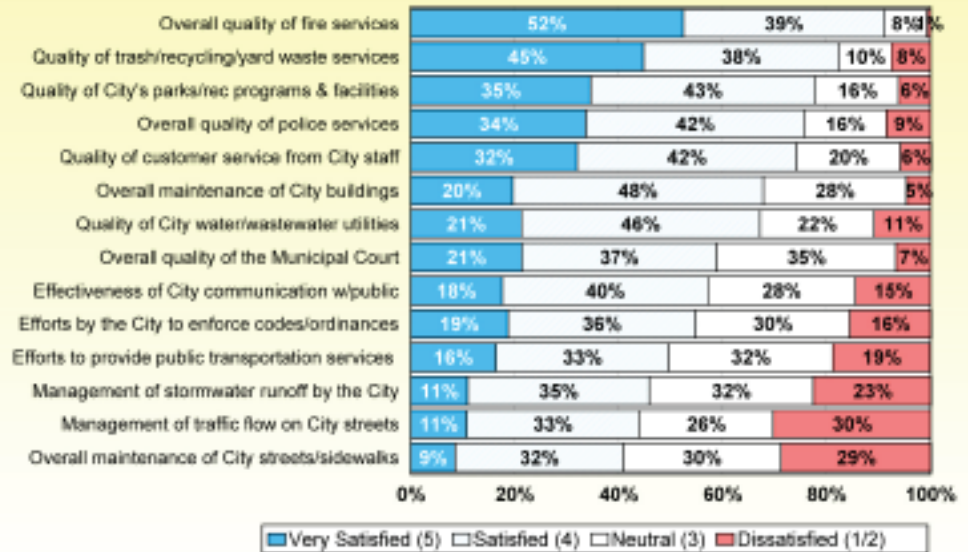
- **Frequency of police officers patrolling in neighborhoods**
- **The City's efforts to prevent crime**
- **Availability of walking trails in the City**
- **Clean-up of junk and debris on private property**
- **The mowing and cutting of the weeds and grass on private property**

This information is invaluable as the City prioritizes issues and projects to address and fund. We will continue to solicit citizen input through surveys such as this one and public forums and we encourage direct contact with Council members.

Filing for open City Council seats and the Office of the Mayor will be January 11 – 13, 2010, at the Cleveland County Election board. The general election will take place on March 2, 2010. Open City Council seats include Wards 2, 4, 6, 8 and the Mayor.

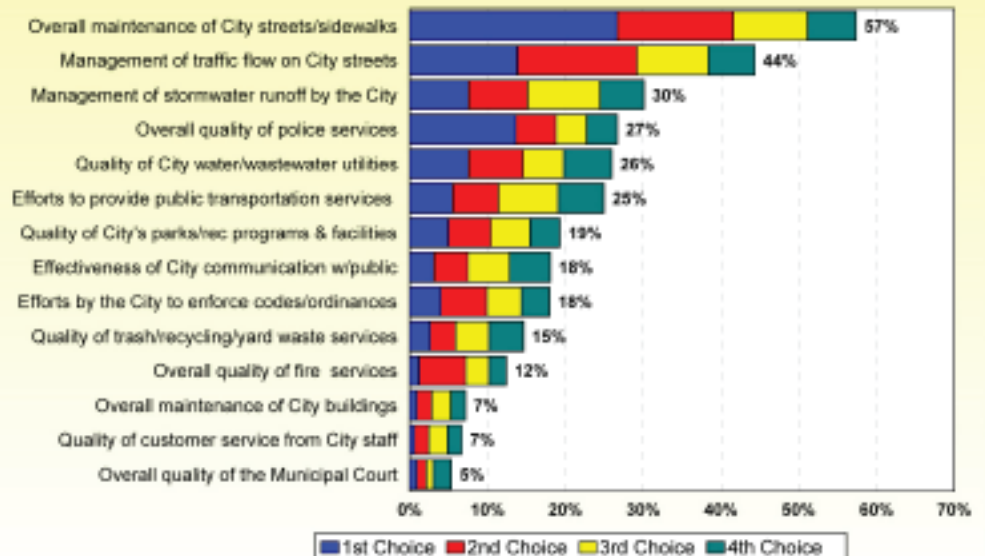
Q1. Overall Satisfaction With Various Aspects of City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q2. City Services That Are The Most Important For The City of Norman to Emphasize Over the Next Two Years

by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2009)



FEDERAL STIMULUS DOLLARS PROVIDE OPPORTUNITIES FOR NORMAN TO IMPROVE INFRASTRUCTURE AND SAVE MONEY

Norman's water treatment and wastewater treatment facilities are undergoing much needed modernization upgrades at a greatly reduced cost to the City. This is due to the availability of grant money. The City was awarded a U.S. Department of Energy stimulus grant of \$1,001,400 to implement an energy saving project at our wastewater treatment plant. The project will install upgraded variable frequency drives on its blowers. The utilization of these drives has the potential to save as much as \$100,000 each year on the cost of electricity. The project will also install upgraded boilers to replace one set of existing boilers that are beyond repair. The new boilers are designed to utilize methane already produced at the waste water treatment plant as their energy source. By utilizing the methane from the plant, the City may save approximately \$60,000 on the cost of natural gas each year.

Additional modernizations to both our water treatment plant and the waste water treatment plant will be implemented in part with stimulus grant money totaling \$3,500,000. The remainder of the savings will be obtained through the Drinking Water State Revolving Fund and the Clean Water State Revolving Fund. The loans available through these funds are at a greatly reduced interest rate of 3.28%. The availability of this interest rate along with these grants will result in a combined savings on both projects of \$9,745,000 over the life of the bonds.

These improvement projects will increase the efficiency of our operations at both plants, save money for the City and save energy. In times of tight budgets and a heightened emphasis on energy conservation, this is good news for Norman.

LOCAL STREETS RECEIVE FACELIFT

The condition of roads is of great interest to Norman's citizens, and rightly so. City residents have seen increased activity in road repair work in recent months due in part to funding provided by Federal stimulus programs. The availability of these funds was widely sought after and the City feels fortunate to have been awarded grants that keep your Federal tax dollars in your City, allowing for local improvements. The roadways being addressed with these funds are:

- **Eufaula Street, from Porter Avenue to University Boulevard**
- **Flood Avenue, from Acres Street to Hayes Street**
- **Jenkins Avenue, from Boyd Street to Linn Street**
- **Lindsey Avenue, from 24th Avenue SW to 300 feet east of Berry Road**
- **Porter Avenue, from Robinson Street to Alameda Avenue**
- **University Boulevard, from Boyd Street to Main Street**

The projects underway involve the installation of ADA compliant sidewalk ramps at crossings, deep patch repairs and the milling up of the existing road surface followed by inlay of asphalt to replace the old surface. Completion of these projects will increase the accessibility of sidewalks for persons with disabilities and improve the road surfaces for motorists in Norman.



STATE IMPROVEMENTS TO I-35 ADD LONG-TERM BENEFITS

Widening Interstate 35 to six lanes from Highway 77 to north of the Canadian River Bridge is a long range project that is in full swing in Norman. This stretch of I-35 is well traveled on a daily basis, particularly with commuter traffic between Norman and Oklahoma City at an all time high. Currently, up to 75,000 vehicles a day travel this stretch of interstate making the widening project of great importance. The completion of this project will increase safety and provide additional capacity on the interstate and on the interchanges.

As part of the project, the Oklahoma Department of Transportation and the City of Norman are making improvements to the bridges and interchanges through Norman as well as adding a bridge at Rock Creek Road. The north half of the widening project, beginning at Main Street north to Highway 77, has made considerable progress. The Highway 77 bridge is complete and the piers for the Rock Creek Road bridge have been constructed. A significant component of the bridge construction is the inclusion of artistic elements on the bridges as part of the I-35 corridor aesthetic master plan. These elements, and those on the proposed bridges in the southern half of the widening project, reflect the history and culture of Norman.

In late October, proposed themes for the bridges in the south half of the project were presented to a citizen advisory committee. The Oklahoma Department of Transportation is concluding the process of soliciting public input on the proposed interchanges affected by the south half of the widening project. These interchanges include Main Street, Lindsey Street and State Highway 9. The input that ODOT has received thus far has supported accommodating pedestrian traffic, maintaining access to local businesses and offering a connection to Ed Noble Parkway. A public hearing presenting the final plans for these interchanges is scheduled for the late spring or early summer of 2010.

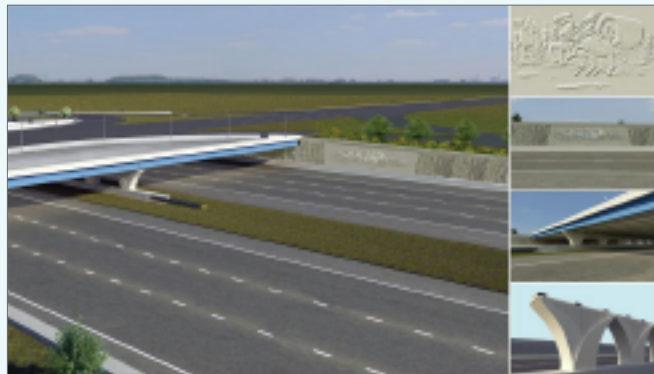
I-35 AND LINDSEY STREET

Theme: University of Oklahoma



I-35 AND MAIN STREET

Theme: Land Run of 1889



I-35 AND US-77 INTERCHANGE

Theme: Prairie



I-35 AND SH-9 EAST INTERCHANGE

Theme: Lake Thunderbird



I-35 AND SH-9 WEST INTERCHANGE

Theme: Agriculture and the Chickasaw Culture



I-35 AND ROCK CREEK ROAD

Theme: Stampeding Horses



I-35 AND TECUMSEH STREET

Theme: Tecumseh and the Shawnee Culture



I-35 AND ROBINSON STREET

Theme: Railroad



More information on the I-35 widening project may be found at www.NormanOK.gov.
Themes designed by Creative Design Resolutions, Inc., Baltimore, Maryland for ODOT.



COMMUNITY

COMMUNITY ORIENTED POLICING

Norman's Definition of Community Oriented Policing:

A philosophy based on the concept that Norman police officers and Norman citizens work together in creative ways to help solve contemporary community problems related to public safety including crime, fear of crime, social and physical disorder, and neighborhood decay.

Mission of Community Oriented Policing:

Enhance the quality of service to the community of Norman by developing a partnership based on trust using community relations, problem identification/solutions, and crime prevention.

Vision of Community Oriented Policing:

The community oriented policing philosophy permanently and positively changes the police department's interaction with the community. The community's positive interaction with the police department is necessary in order to create a safe, diverse and inclusive community.

Goal of Community Oriented Policing:

Reduce crime and disorder by carefully examining the characteristics of problems in neighborhoods and then applying appropriate problem solving remedies.

In May of 2008 the citizens of Norman voted to approve a temporary sales tax to support public safety. This confirmed City Council's belief that more resources should be directed to Norman's Police and Fire Departments. The citizen survey also discussed in this newsletter demonstrates that citizens see a need for more patrol officers in neighborhoods and more efforts made to prevent crime in our community. With this feedback from our citizens and the increased funding provided by the additional sales tax revenue, City Council and the Norman Police Department have launched a rededication to the Community Oriented Policing (COP) philosophy.

Community Oriented Policing is a concept that promotes Norman police officers and Norman citizens working together in creative ways to help solve community problems related to public safety including crime, fear of crime, social and physical disorder, and neighborhood decay. By instituting this philosophy, the police department's interaction with the community is permanently changed for the better. Positive interaction between the community and the police department results in a safe, diverse and inclusive community. The ultimate goal of community oriented policing is to reduce crime and disorder in Norman by carefully examining the characteristics of problems in neighborhoods and applying appropriate problem solving remedies. The critical elements of the COP program are:

Community Partnerships

Partnerships between police and community stakeholders such as schools, social service agencies, the University of Oklahoma, businesses, the media, neighborhood associations and individual community members will be created to examine the characteristics of problems in neighborhoods and apply appropriate solutions.

Problem Solving

Proactive methods of problem solving such as education, analysis of data and evaluation of solutions used to solve problems will be implemented.

Outreach

Our police will engage the community with information about community oriented policing programs, activities and opportunities. They will also open lines of communication to identify and solve public safety issues and address community concerns. This will allow the police to implement proactive crime prevention and increase police visibility.

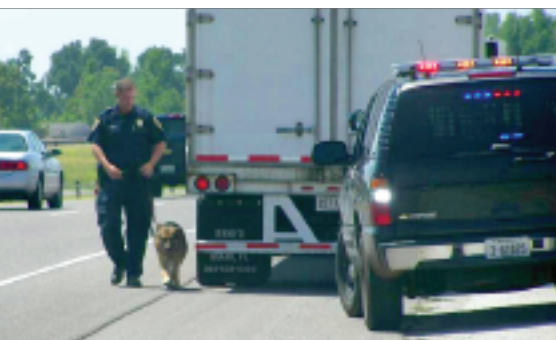
Beat Patrols

With increased funding, the police department will have the staff to institute geographically based policing. With officers assigned as the primary person to a particular area they will gain knowledge and provide accountability for that area. Officers will develop relationships with citizens, serve as liaisons between citizens and other City departments and create proactive solutions to the unique crime problems of that area.

Intentional Recruitment and Training

As the police department grows in size new department personnel will be recruited who are suited to the COP philosophy. Initial training in the COP philosophy has already begun and on-going training will continue for both commissioned and civilian staff.

In order to make the complete transition to this approach, the City Council established a Citizens Public Safety Oversight Committee (CPSOC) that will assist the Police Department in identifying policing priorities for the community and suggest processes to address those priorities. With this input from citizens, the police department has developed a five-year implementation plan that will integrate the community oriented policing philosophy into the day-to-day operations of the police department.



TRAFFIC

CITY OF NORMAN TRAFFIC FACTS

- Norman has 170 traffic and pedestrian signals, approximately 35,000 traffic control signs, 206 parking meters and pavement marking on more than 200 miles of City streets.
- Main Street, between 24th Avenue West and Ed Noble Parkway, is the busiest street with close to 40,000 vehicles using it every day.
- Norman has over 800 miles of public streets (more than the City of Tulsa)
- The average walking speed of a pedestrian, which is used to calculate pedestrian timings, is 4 feet per second.
- City traffic control technicians are on call 24 hours a day, seven days a week to respond to service calls.
- The City has 5,497 street lights.

CUSTOMER ACTION CENTER

The Action Center serves as a central point of contact for citizens when they have a question or concern that can be addressed by municipal government. Our goal is to provide immediate access and quick response. Citizens may contact the Action Center via e-mail at **Action.Center@NormanOk.gov** or telephone at **405-366-5396**.



GREEN

GOING GREEN

Energy Conservation Tips:

- Turn off all unnecessary lights, especially in unused offices and conference rooms and turn down remaining lighting levels where possible.
- Minimize energy usage during peak demand hours from 5:00 a.m. to 9:00 a.m. and 4:00 p.m. to 7:00 p.m.
- Buy Energy Star appliances, products and lights.
- Turn off your computer monitor and printer when you aren't using them.

- Set your computer to go into the energy saving mode when not being used for extended periods of time.
- Carpool, walk, bike or take public transportation.
- Encourage the last person out to turn off all the lights.
- Don't allow vehicles to idle for more than 5 minutes.
- Adjust the thermostat when you leave for longer periods of time.
- Set printers and copiers to two-sided printing.

Recycling Centers

In addition to curbside recycling implemented in March 2008, Norman also has three self-service recycling drop-off centers open 24 hours a day, seven days a week. These centers are located near:

- Hollywood Shopping Center (McGee and Lindsey)
- Hobby Lobby (24th Ave. NW and Main St.)
- Cleveland County Fairgrounds (499 N. Porter)

Visit **www.GreenNorman.org** for more information on keeping your City green.



INSIDE NORMAN

Your source for the City of Norman's community news

WINTER 2009

City of Norman

405-366-5402

UPCOMING COMMUNITY EVENTS

Holiday Celebration

Friday, December 4th

Andrews Park

4th Annual Breakfast with Santa

Saturday, December 5th

Senior Citizens Center

Daddy Daughter Dance

February 6, 2010

Tickets go on sale December 28th

The City of Norman's Parks and Recreation Department offers programs and events for all ages in our community including youth sports, a Senior Citizens Center with a full slate of daily programs, and seasonal community activities.

Visit www.NormanFun.com for more details.

Printed on 30% recycled paper



PreSort Standard
US Postage
PAID
Norman, OK
73070
Permit No 405



INSIDE
NORMAN

City of Norman
P.O. Box 370
Norman, OK 73070